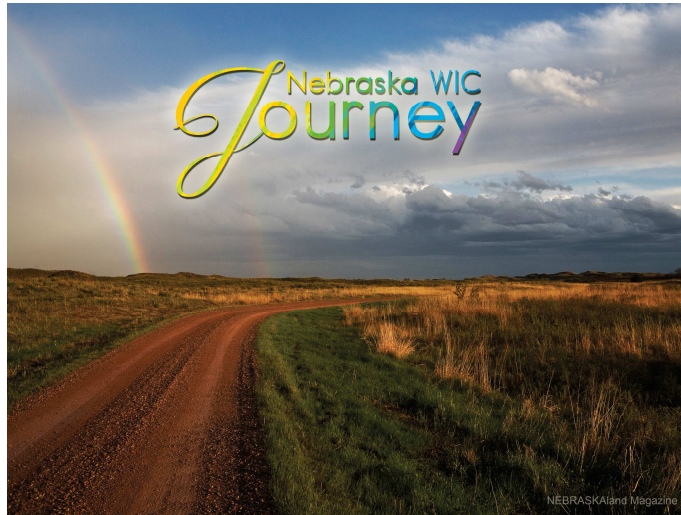


WIC Local Agency Pre-Rollout Training Webinar

July 31, 2015
1:30 – 3:30 CST



AGENDA

- ❖ Rollout Training Schedule
- ❖ Data Conversion
- ❖ Calendar Month
- ❖ Check Issuance Tips
- ❖ BF Mom & Baby pairs
- ❖ Pregnant Teens/Teen Moms
- ❖ Cert Periods, Nutrition Ed Contact, Food Package Schedule
- ❖ Infant to Child Food Package Change
- ❖ Clinic Process
- ❖ Scanning Documents



Rollout Training

ATTENDANCE, LOCATIONS, STATE SUPPORT, DEBRIEF CALLS
MOCK CLINIC

Journey Training Locations				TRAINING Schedule	
Date	Agency #	Local Agency	Location	Monday – 10am – 5pm	
August 10 - 13	20	Family Health Services	Nebraska State Office Building - LLB	Tuesday – 8am – 5pm	
	26	Family Services	301 Centennial Mall South Lincoln, NE 68509	Wednesday – 8am – 5pm	
August 24 - 27	10	Douglas County	DoubleTree	Thursday – 8am – 12pm (All Staff)	
			3650 S. 72nd Street Omaha, NE 68124	Thursday – 1pm – 5pm (Only staff learning Operations)	
September 14 - 17	50	Community Action Partnership of Western NE	Knight Museum and Sandhills Center	MOCK CLINIC Schedule	
	75	Western Community Health Services	908 Yellowstone Ave. Alliance, NE 69301		
September 28 - October 1	65	Peoples Family Health Services	ESU #16	Thursday – 1pm – 5pm (Staff not in Operations training)	
			1221 W. 17th Street North Platte, NE 69101	Friday – 8am – 5pm	
October 5 - October 8	35	Central District Health Department	Fairfield Inn and Suites	Monday – 8am – 5pm	
	70	East Central District Health Department	805 Allen Dr. Grand Island, NE 68803		
October 19 - October 22	30	Northeast NE Community Action Partnership	Pender Central Office Conference Room		
			603 Earl Street Pender, NE 68047		
November 2 - November 5	45	Community Action Partnership of Mid-NE	Holiday inn		
			110 S. 2nd Avenue Kearney, NE 68847		
November 16 - November 19	5	Central NE Community Services	Holiday Inn - Midtown		
			2503 S. Locust Grand Island, NE 68801		

State Support / Debrief Calls

State Support

- ❖ State Support - provided for a total of 3 weeks
- ❖ Training – State staff will be part of training classes
- ❖ Mock Clinic – State staff will be part of Mock Clinic
- ❖ Live Support – State staff will physically support the first 2 weeks of Live. Starting the first day of live through the Friday of the following week.
- ❖ *We are planning to have at least 1 State staff person and sometimes 2 or 3 depending on the specific location.*

State Support / Debrief Calls

Debrief Calls

- ❖ Weekly debrief call - scheduled for all State staff on each Friday at 3:00pm.
- ❖ Staff from both Ciber and Maximus have been invited to participate
- ❖ The Director of the agency that is in the 2 week Live support will be asked to be part of this call
- ❖ Other agency staff may be asked to be part of this call as well
- ❖ Goal of call - discuss how the Live is going; talk about any issues or concerns being found.

What Will Staff Be Doing at Mock Clinic?

Everyone has activities to do during mock clinic

- ❖ Install Journey on your workstation
- ❖ Confirm your user ID/password works. Change your password
- ❖ Test your user roles

Use Journey Train to practice with “Real”

client data from your own clinic

- ❖ Install Journey Train on your workstation
- ❖ Work with the scheduler
- ❖ Open families scheduled for appointments the first week of rollout
- ❖ Practice client scenarios
- ❖ Review, verify and change food packages
- ❖ Practice printing checks



Mock Clinic Activities Continued

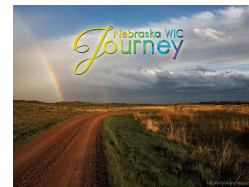
Login to Journey and get prepared

Clerks

- ❖ Open the scheduler, verify appointments, answer phones and/or make calls, pull charts for the day or week

CPA's

- ❖ Add and verify food packages for clients with appointments the first week



Tips & Suggestions for - Rollout

- ❖ Keep new system signs posted
- ❖ GLINK Checks can be USED
- ❖ Look at Journey checks before printing
- ❖ Journey has USER HELP

Data Conversion

TIMELINE

THINGS TO WATCH FOR

Calendar Month

Calendar Month



- ❖ Transition to calendar month easier than you think
- ❖ The first month will be the most confusing
- ❖ In a regular schedule, clients will usually pick up checks for future months
- ❖ If appointment missed, proration will be automatic

Calendar Month

❖ Insert - for clients

❖ To discuss and place in ID folders

Important WIC Update:

- We are moving from "rolling month" checks to "calendar month" checks. Currently, your WIC checks are based on a "rolling month." For example, your checks may be valid from April 15 to May 15.
- Checks are moving to a "calendar month." This means that your WIC checks will be valid from the first day of a month to the last day of a month. For example, your checks may be valid from May 1-May 31.



- You will receive your checks PRIOR to the month that they are valid. For example, if you have an appointment scheduled for May 15, you will receive your June checks at the appointment.
- This change will make it easier for you to remember when your WIC checks can be used.

Calendar Months:

- | | |
|-----------------|------------------|
| • January 1-31 | • July 1-31 |
| • February 1-28 | • August 1-31 |
| • March 1-31 | • September 1-30 |
| • April 1-30 | • October 1-31 |
| • May 1-31 | • November 1-30 |
| • June 1-30 | • December 1-31 |

Please ask a WIC staff member if you have questions about when you can use your checks.



Check Issuance Tips

NEW CHECKS, OLD CHECKS,
CHECK STOCK

New Check

 NEBRASKA WIC PROGRAM 301 Centennial Mall South • Lincoln, Nebraska 68509-5026 <small>Buying, selling or otherwise misusing WIC benefits is a crime. To report suspected abuse, call 800-424-9212 or visit www.usda.gov/foia/hotline.htm</small>		75-1248 919	Acct #: 804623	50000482 First Date to Use: 07/01/2015 Last Date to Use: 07/31/2015
Clinic ID: 5-15	Name: Jane Anderson	FID: 200028		
1 (DOZEN) MEDIUM OR LARGE EGGS 36 (OUNCES OR LESS) CEREAL 1 (16-18 OZ) PEANUT BUTTER OR DRIED BEANS -or- 4 (15-16 OZ) CANNED BEANS 1 (16-OZ) BREAD/ TORTILLAS OR (14-16) OZ BROWN RICE 2 (GALLON) MILK - 1% OR FAT FREE SKIM 1 (11.5-12 OZ) FROZEN OR POURABLE CONCENTRATE JUICE				
		Vendor ID Stamp	Purchase Amount \$	Corrected Amount
		<small>Not Payable Without Authorized Nebraska Vendor ID Stamp</small>		
Authorized Signature - Must be signed at retail counter				
Vendor Must Deposit Within 60 Days From First Date To Use Payable through Sculman, Citizens Alliance Bank, Howard Lake, MN 55349				
C50000482C A091912482A 804623C				

Check Stock

- ❖ Barb Packett will be contact
- ❖ 3 checks to a page
- ❖ There will be left over checks
- ❖ Secure and shred the unused checks



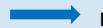


Check Issuance

- ❖ Don't void checks from GLINK
- ❖ Be prudent with 3 month issuance
- ❖ Formula changes – month to month
- ❖ Look at check images before printing

Breastfeeding Mom & Baby Pairs

CATEGORY, BF DESCRIPTION, CONVERSION BF STATUS,
NUTRITION INTERVIEW, FOOD PACKAGES

Category changes GLink to Journey

GLINK CATEGORY	JOURNEY CATEGORY	More Information
PGW PGT	 Pregnant	
BF1 BF2	 Breastfeeding	Breastfeeding Description will match her breastfed infant
PPW PPT	 Not Breastfeeding	
IBF IPB IFF	 Infant	Breastfeeding description completed by CPA during Nutrition Interview (Excl BF, Part BF, Never BF, etc)
CH1 CH2 CH3	 Child	

Breastfeeding Mom & Baby Pairs

The food package panel will display more specific information about breastfeeding status
Part BF Within Range
Part BF Out of Range

BF Description

- Indicated by CPA in Nutrition Interview
- BF Baby and Mom must match
- Will determine available food packages
- Baby First

Excl BF	Infant has been fed only breastmilk, vitamins, minerals and/or medications. Infant receives no WIC formula or food package	
Prim Excl/No F Pkg	Infant has been fed something other than breastmilk on rare occasions, or has received a one-time feeding of infant formula, human milk fortifier, sugar water, water, or anything else. Infant receives no WIC formula or food package	
Prim Excl/Comp	Infants who are Excl BF or Prim Excl, over 4 months of age and who are getting any complimentary foods on a routine or ongoing basis. Infant receives age-appropriate food package with No WIC formula	
Part BF	Infant is breastfeeding AND receiving WIC formula. May also be getting complimentary foods. Infant receives partial WIC formula package, tailored to appropriate amount of cans.	
	Part BF Within Range <i>(Mostly Breastfeeding)</i>	Part BF Out of Range <i>(Some Breastfeeding)</i>
	Infant is breastfeeding and gets WIC formula less than or equal to approximately 1/2 WIC formula package.	Infant is breastfeeding but gets more than approximately 1/2 WIC formula package.
No Longer BF	Infant who was breastfeeding at some point in time, but has stopped breastfeeding completely. Infant receives full WIC formula package.	
Never BF	Infant was never breastfed. Infant receives full WIC formula package.	
BF Child	Child who is breastfeeding Child receives age-appropriate WIC food package.	

Data Conversion of BF Status

PARTICIPANT TYPE	GLINK	JOURNEY CATEGORY	JOURNEY BF DESCRIPTION	FOOD PACKAGE INFORMATION
WOMAN	BF1	Breastfeeding		
	BF2	Breastfeeding	Part BF	Within Range or Out of Range
	PPW	Not Breastfeeding		
INFANT	IBF < 6 months old	Infant	Excl BF	
	IBF > 6 months old	Infant	Prim Excl/Comp	
	IPB	Infant	Part BF	Within Range or Out of Range
	IFF	Infant	Never BF or No Longer BF	

Breastfeeding Description on Family Panel

Auth Rep: Honeycrisp Apple Date of Birth: 11/06/1990 (24 y)	Category: Breastfeeding WIC Status: Active	Cert. End: 12/2015 Last FB: May 15	Edit
Participant: Johnny Apple-Seed Date of Birth: 12/12/2014 (7 m 18 d)	Category: Infant (Male) WIC Status: Active	Cert. End: 12/2015 Last FB:	Edit
*FB Issuance: 1 Month			

Auth Rep: Honeycrisp Apple Date of Birth: 11/06/1990 (24 y)	Category: Breastfeeding WIC Status: Active	Cert. End: 12/2015 Last FB: May 15	Edit
Participant: Johnny Apple-Seed Date of Birth: 12/12/2014 (7 m 18 d)	Category: Infant (Male) WIC Status: Active	Cert. End: 12/2015 Last FB:	Edit
*FB Issuance: 1 Month			

BF Description on Food Package Panel

All Breastfeeding
Infants and Women
will see CPA
to verify BF
Description and
Food Package

Participant: Johnny Apple-Seed 4 of 4

Category: Infant (Male) Part BF
Date of Birth: 12/12/2014 (7 m 18 d) WIC Status: Active Cert. End: 12/2015

Food Package

Effective Date: 07/30/2015 1 of 2 New Edit Delete
End Date: Do Not Auto-Update ☐ Partial BF Within Range

Participant: Honeycrisp Apple 2 of 4

Category: Breastfeeding
Date of Birth: 11/06/1990 (24 y) WIC Status: Active Cert. End: 12/2015

Food Package

Effective Date: 07/30/2015 1 of 2 New Edit Delete
End Date: Do Not Auto-Update ☐ Partial BF Within Range

Mother/Baby Pairs in Journey

Mom/Baby Pair		Birth – 1 month	1 – 3 months	4 – 5 months	6 – 12 months
Excl BF or Prim Excl/No FPkg	Mom gets	FBF Woman Model Food Package			Change to Prim Excl/ Comp
	Baby gets	Mom’s breast milk No WIC formula or food package			
Prim Excl/Comp	Mom gets	No Prim Excl/Comp description until infant reaches 6 months of age			FBF Women Model
	Baby gets				Mom’s breastmilk + Infant Foods Full BF 6-11 mos pkg
Part BF Within Range (mostly BF)	Mom gets	No Part BF Within Range description in 1st month	Preg/Part BF In Model Food Package		
	Baby gets		0-3 mos part BF pkg with tailoring	4-5 mos Part BF pkg with tailoring	6-12 Mos Part BF pkg with tailoring
Part BF Out of Range (some BF)	Mom gets	Not BF/Part BF Out Food Package			No Food Package
	Baby gets	0-3 mos Part BF Package with tailoring		4-5 mos Part BF pkg with tailoring	
Never BF or No Longer BF	Mom gets	Not BF/Part BF Out Food Package			Categorically Ineligible
	Baby gets	0-3 Months Full Formula Food Package		4-5 mos Full Formula pkg	

Pregnant Teens & Teen Moms

FOSTER TEEN MOM AND BABY,
FAMILY SIZE, FOOD PACKAGES

Foster Teens

Scenarios & How To Enter in Journey

- 1** Pregnant teen only
 - Add teen to foster family
 - Family size = 1
 - Income = ADJUNCT ELIGIBLE. Verbal report of amount foster family receives from the State, use "0" if unknown
 - Proof = Placement papers or verify with caseworker
- 2** Teen with baby, both are in foster care

HINT:
 Teen can be proxy for baby BUT
 NOT Authorized Representative

 - Add both to family as foster children
 - Family Size = 1 for each
 - Enrollment Panel: for Mother field, choose the teen to link the baby and teen mom
 - Income = ADJUNCT ELIGIBLE. Verbal report of amount the foster family receives from the State, use "0" if unknown
 - Proof = Placement papers or verify with caseworker
- 3** Teen with baby, teen is in foster care, baby is not in foster care

- Add teen to foster family; family size of 1
 - Income = ADJUNCT ELIGIBLE. Verbal report of amount the foster family receives from the State
 - Create a new family with teen as authorized rep, baby as the only participant, family size of 2
 - Income = income (if any), the teen earns or receives from ADC, child support or job
 - Enrollment Panel: for Mothers field, choose Mother not on WIC

Assigning food packages for scenarios 2 & 3 on back

Food Packages

Assigning food packages for foster teen and her baby

2

Teen with baby, *both* are in foster care

- Mom and baby records are linked in Journey.
- Breastfeeding description of baby will correspond with the teen mom.
- Assign baby food package then assign mom food package
- Breastfeeding status of the baby (Excl BF, Part BF In Range, Part BF Out of Range, Full formula) will affect which model food packages available for mom.

3

Teen with baby, *teen is* in foster care, *Baby is not* in foster care

Mom and baby records are NOT linked in Journey

Exclusive Breastfeeding

- **Baby:** No model food package assigned until infant starts complementary foods.
- **Mom:** Assign FBF Women model food package

Not Breastfeeding

- **Baby:** Never BF or No Longer BF
Assign Full Formula model food package
- **Mom:** Assign Not BF/Part BF Out model food package

Partially Breastfeeding

- **Baby:** assign model food package for Part BF and tailor to correct number of cans needed.
 - Note if baby is Partial BF Within Range OR Partial BF Out of Range
- **Mom:** The only model food packages displayed will be for FBF Women:
 - Assign FBF Women model food package
 - Tailor the items in moms food package to match Part BF In or Part BF Out model food package amounts

Certification Periods

NUTRITION EDUCATION CONTACT AND CHECK PICK UP
SCHEDULE

	Certification Periods and Nutrition Education Contacts					
	Infant 0-5 months old at initial cert	Infant 6-11 months old at initial cert	Child 1-4 years old	Pregnant	Breastfeeding Exclusive or Part	Not Breastfeeding
How long certified	Up to age one	Six months	Six months	Up to 6 weeks postpartum	Up to infants first birthday	6 months from date of delivery
How many nutrition education contacts needed	4	2	2	3	2 to 4	2
When are nutrition education contacts provided	Certification visit	Certification visit	Certification visit	Certification visit	Certification visit	Certification visit
	2nd Ed 1 month after cert visit	2nd Ed 2-3 months after cert visit	2nd Ed 2-3 months after cert visit	2nd Ed after 20 weeks gestation	2nd Ed between 2-4 months postpartum	2nd Ed between 2-4 months postpartum
	Mid cert visit at 6 months old			2nd Ed during third trimester month before FDD	Breastfeeding Mid-cert visit at 6 months of age	
	2nd Ed at 9 months old				2nd Ed at 9 months postpartum if breastfeeding	

When is Certification Due?

Participant: Fuji Apple	Category: Child (Female)	BW	Edit
Date of Birth: 12/12/2012 (2 y 7 m)	WIC Status: Active	Cert. End: 12/2015	Last FB:
		3 Months	

Check Pick-up and Appointment Schedule

How many months of checks?



When is it 2/3?

What kind of
appointment should
be scheduled?

Partial of Full Package?

Why are clients
coming in when they
already have checks
for this month?

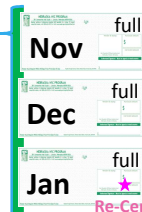


....First Month Partial vs Full:

- 1-10th or 11th Full pkg
- 11-20th or 21st 2/3 pkg
- 21-30th or 31st 1/3 pkg



Child Cert period - 6 months
Check Issuance - 3 month

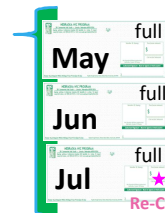
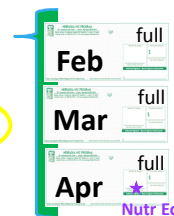


Cert End
01/2016

Each set of checks can be used from
the 1st day of the month to the last
day of the month that they are
issued for.

Checks expire the
last day of the month.

You will receive your checks the
month BEFORE
they can be used



Cert End
08/2016

Cert appt ?

start

1 full

2 full

Nutr Ed

3 full


4 full

5 full

Re-Cert

....First Month Partial vs Full:

- 1-10th or 11th Full pkg
- 11-20th or 21st 2/3 pkg
- 21-30th or 31st 1/3 pkg



Child Cert period - 6 months
Check Issuance - 3 month

Each set of checks can be used from the 1st day of the month to the last day of the month that they are issued for.

Checks expire the last day of the month.

You will receive your checks the month **BEFORE** they can be used

6 full

7 full

8 full

Nutr Ed

9 full

10 full

11 full

Re-Cert

4.15.15 NE WIC Pilot Training - LL/8V

Appt CERT ?

Aug

Sep full

Oct full

Nov full

Dec full

Nutr Ed

Jan full

Feb full

Mar full

Nutr Ed

Apr full

Nutr Ed


May full

Appt CERT BF or Not BF

.....First Month Partial vs Full:

- 1-10th or 11th Full pkg
- 11-20th or 21st 2/3 pkg
- 21-30th or 31st 1/3 pkg

Pregnant



Cert Period: up to 6 week after delivery
Check issuance Pattern: 2,3,3,1,1,
(adjust as needed for how many weeks pregnant when first certified)

Each set of checks can be used from the 1st day of the month to the last day of the month that they are issued for.

Checks expire the last day of the month.

You will receive your checks the month **BEFORE** they can be used

Nutrition Ed contact scheduled the month before due date month

4.15.15 NE WIC Pilot Training - LL/8V

Not-BF MOM

Cert - delivery date + 6 months
Check Issuance Pattern - 2,2,3

First Month Partial vs Full:

- 1-10th or 11th Full pkg
- 11-20th or 21st 2/3 pkg
- 21-30th or 31st 1/3 pkg

Each set of checks can be used from the 1st day of the month to the last day of the month that they are issued for.

Checks expire the last day of the month.

You will receive your checks the month BEFORE they can be used

6.15.15 NE WIC Pilot Training - 11/29

Infant < 6 months of age

Cert Period - up to age 1
Check Issuance Pattern - 2,2,3,3,3

First Month Partial vs Full:

- 1-10th or 11th Full pkg
- 11-20th or 21st 2/3 pkg
- 21-30th or 31st 1/3 pkg

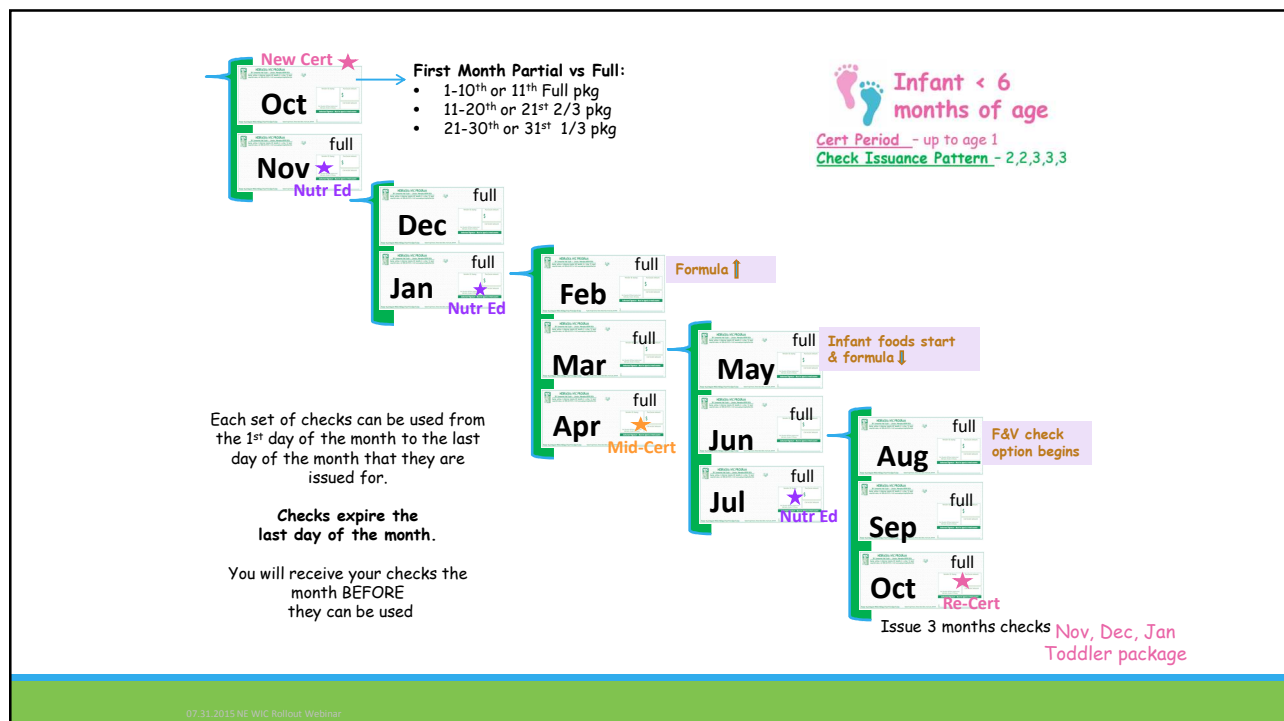
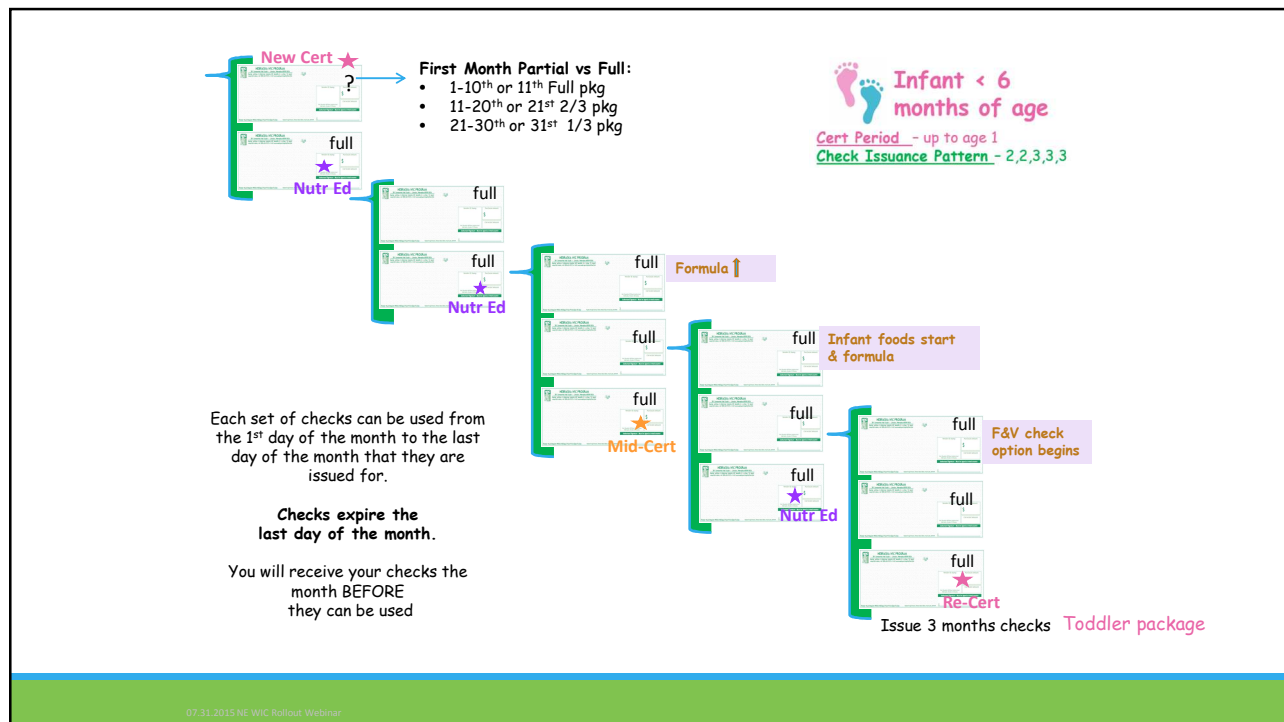
Each set of checks can be used from the 1st day of the month to the last day of the month that they are issued for.

Checks expire the last day of the month.

You will receive your checks the month BEFORE they can be used

Cert End Re-Cert 08/2016
 Issue 3 months checks Sep, Oct, Nov Toddler package

07.31.2015 NE WIC Rollout Webinar



New Cert ★

Aug full

Sep ★ **Nutr Ed**

Oct full

Nov full

Dec full

Jan full

Feb ★ **BF** **Mid-Cert**

Mar full

Apr full

May ★ **Nutr Ed**

Jun full


Jul full

Aug full

First Month Partial vs Full:

- 1-10th or 11th Full pkg
- 11-20th or 21st 2/3 pkg
- 21-30th or 31st 1/3 pkg

BF MOM
Cert Period - 1 year PP or stop BF
Check Issuance Pattern - 2,2,3,3,3



Each set of checks can be used from the 1st day of the month to the last day of the month that they are issued for.

Checks expire the last day of the month.

You will receive your checks the month BEFORE they can be used

Benefits End For Mom

07/31/2015 NE WIC Rollout Webinar

Appt CERT

Aug ?

Sep full

Oct full

Nov full

Dec full

Jan full

Feb full

Appt CERT

First Month Partial vs Full:

- 1-10th or 11th Full pkg
- 11-20th or 21st 2/3 pkg
- 21-30th or 31st 1/3 pkg

Infant > 6 months of age

Cert Period - 6 months
Check Issuance Pattern - 2,2,3

Each set of checks can be used from the 1st day of the month to the last day of the month that they are issued for.

Checks expire the last day of the month.

You will receive your checks the month BEFORE they can be used

4.15.15 NE WIC Pilot Training - LL/SV

Infant to Child

FOOD PACKAGE CHANGE

Infant to Child Food Package Change

Infants will recertify as a child the month of their birthday

- For infants who have been participating in Journey, they will already have their checks for birthday month (Formula checks)

Infants will get the Toddler Food Package starting **the month AFTER** they turn 1 year old

- Checks will be issued to begin the first of the next month and contain the toddler foods.

Child turns one year old in September
Appointment to recertify on September 10

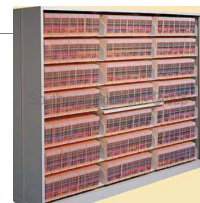
September food package has infant food/formula
October 1st food package has toddler foods

3 months check issuance
September checks = formula (*partial or full*)
October & November checks = foods (*full package*)



Clinic Processes

OLD FORMS, USE OF ID FOLDER, USING OLD CHARTS



WHAT FORMS DO I KEEP?

What You Can Do The Week Before Training?

- ❖ Print Appointment Schedules
- ❖ Call to Remind Clients of Appointments
- ❖ Clean top of Desk
- ❖ Box up forms...

Scanning Documents

WHAT,
WHEN,
AND HOW TO SCAN

Document Labeling *in Journey*

- Documents will be sorted by the date scanned.
- Files will be name consistently statewide. File names consist of the family ID number followed by a period (.), then the first name of the person the document is for followed by a period, then the descriptor for the type of document.

Examples

50019 Megan Custody

50019 Doris PAF
- To ensure consistency of labeling statewide, document descriptors have been created.

Document Descriptors

- Claim = Claim letter, documentation
- Comp = Complaints received from participants
- Custody = Custody/Guardianship papers provided for minors
- Foster = Foster Papers and documentation
- HRef = Referral information from physician
- GenSig = General Signature Document
- Note = Handwritten notes
- PAF = Physician Authorization Form
- Pump = Breastpump Loan Form
- Release = Release of Information Form
- Signed = Signed Statement/No Proof
- Status = Statement of Status Form

Questions

